

**INFORMATION DISCLOSURE
CITATION**

(Use several sheets if necessary)

Atty. Dock t No.

Divisional of S rial No.

36-1798**09/029,318**

Applicant

POTTER et al.

Filing Date

Gr up

November 20, 2003**Unassigned**
U.S. PATENT DOCUMENTS

*EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	5,742,596	04/1998	BARATZ et al.			
	5,341,374	08/1994	LEWEN et al.			
	5,533,102	07/1996	ROBINSON et al.			
	5,793,861	08/1998	HAIGH			
	6,031,836	02/2000	HASERODT			
	5,963,547	10/1999	O'NEIL et al.			
	5,867,494	02/1999	KRISHNASWAMY et al.			
	6,006,253	12/1999	KUMAR et al.			
	6,094,479	07/2000	LINDEBERG et al.			
	5,909,431	06/1999	KUTHYAR et al.			

FOREIGN PATENT DOCUMENTS

				TRANSLATION			
DOCUMENT	DATE	COUNTRY	CLASS	SUBCLASS	YES	NO	
0501189 A2	09/1992	EUROPE					
EP 0724370 A1	07/1999	EPO					

OTHER DOCUMENTS (including Author, Title, Date, Pertinent pages, etc.)

	Paris, "The Next Generation Call Center", TELCOM REPORT INTERNATIONAL, Vol. 19, No. 4, 1996, DE, pages 9-11, SP000618796
	Rosenberg, "New Tools Needed for Call Center Design", BUSINESS COMMUNICATIONS REVIEW, Vol. 26, No. 8, August 1996, US, pages 51-53, XP000618776
	ITU, "Line Transmission of Non-telephone signals", 01/30/1996, 1-74

*Examiner		Date Considered	
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Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to application.